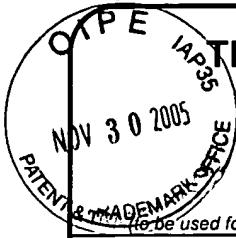


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TEN
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FORM**
*(To be used for all correspondence after initial filing)*

Total Number of Pages in This Submission

Application Number	09/841,710
Filing Date	April 24, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Total Number of Pages in This Submission	10
Attorney Docket Number	36992.00077

**ENCLOSURES (check all that apply)**

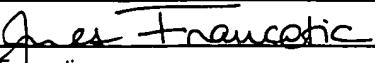
<input type="checkbox"/> Fee Transmittal Form <input checked="" type="checkbox"/> Return Postcard <input type="checkbox"/> Amendment / Response <input type="checkbox"/> Amendment After Final <input type="checkbox"/> Declaration of Inventor(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Request for Continued Examination <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input checked="" type="checkbox"/> PTO SB/08a <input type="checkbox"/> PTO SB/08b <input type="checkbox"/> Issue Fee Transmittal (PTO-85b) <input type="checkbox"/> New Power of Attorney, Revocation of Previous Powers, Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> Power of Attorney <input type="checkbox"/> Affidavit	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Status Request <input checked="" type="checkbox"/> The Director is authorized to charge any required fees or credit any overpayment to Deposit Acct. No. 05-0150. A duplicate of this sheet is enclosed for this purpose. <input checked="" type="checkbox"/> Other Enclosure(s) <i>(please identify below):</i> Three (3) Cited References
<b>Remarks</b>		

**SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT**

Firm	Squire, Sanders & Dempsey L.L.P. 600 Hansen Way, Palo Alto, CA 94304-1043		
Signature			
Printed Name	Marc A. Sockol		
Date	November 28, 2005	Reg. No.	40,823

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Application Of:

Examiner: Jeffrey C. Pwu

Takeshi ISHIZAKI



Appl. No: 09/841,710

Art Unit: 2143

Filed: April 24, 2001

For: INTEGRATED SERVICE  
MANAGEMENT SYSTEM

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37 C.F.R. §§1.97-1.98 WITH FEE**

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In accordance with the duty of disclosure under 37 CFR §1.56 and pursuant to 37 CFR §§1.97-1.98, Applicant hereby notifies the U.S. Patent and Trademark Office of the references listed on the enclosed Form PTO/SB/08A (2 pages). Pursuant to the USPTO's waiver of the requirements under 37 CFR 1.98(a)(2)(i), U.S. patents and U.S. patent application publications cited in this form are not being submitted with this Information Disclosure Statement.

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Date: November 28, 2005

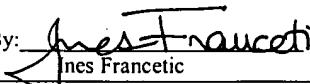
Respectfully submitted,

Squire, Sanders & Dempsey LLP  
600 Hansen Way  
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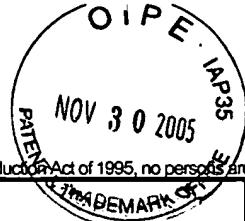
By   
Marc A. Sockol  
Attorney for Applicant  
Registration No.: 40,823

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St

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of 2

**Complete if Known**

<i>Application Number</i>	09/841,710
<i>Filing Date</i>	April 24, 2001
<i>First Named Inventor</i>	Takeshi ISHIZAKI
<i>Art Unit</i>	2143
<i>Examiner Name</i>	Jeffrey C. Pwu
<i>Attorney Docket Number</i>	36992.00077

## U.S. PATENT DOCUMENTS

## FOREIGN PATENT DOCUMENTS

Examiner Signature		Date Considered	
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\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. <sup>1</sup>Applicant's unique citation designation number (optional). <sup>2</sup>See Kinds Codes of USPTO Patent Documents at [www.uspto.gov](http://www.uspto.gov) or MPEP 901.04. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup>For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language Translation is attached.

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2

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Application Number	09/841,710
Filing Date	April 24, 2001
First Named Inventor	Takeshi ISHIZAKI
Art Unit	2143
Examiner Name	Jeffrey C. Pwu
Attorney Docket Number	36992.00077

## NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	I	PHILIP J. CHEA, "Office Action," November 8, 2005, 15 pages, U.S. Patent Application No. 09/956,635, filed September 20, 2001, U.S. Patent Office, United States.	
	J	KYUNG H. SHIN, "Office Action," August 24, 2005, 20 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	
	K	KYUNG H. SHIN, "Office Action," January 14, 2005, 18 pages, U.S. Patent Application No. 09/964,129, filed September 25, 2001, U.S. Patent Office, United States.	

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